



CONTRACT APPEALS BOARD

FY 2024 PERFORMANCE PLAN

MARCH 22, 2023

CONTENTS

Contents	2
1 Contract Appeals Board	3
2 Proposed 2024 Objectives	4
3 Proposed 2024 Operations	5
4 Proposed 2024 Key Performance Indicators and Workload Measures	6

1 CONTRACT APPEALS BOARD

Mission: The mission of the Contract Appeals Board (CAB) is to provide an impartial, expeditious, inexpensive, and knowledgeable forum for hearing and resolving contractual disputes, protests, and debarments and suspensions involving the District and its contracting communities.

Services: The Contract Appeals Board reviews and determines protests of District contract solicitations and/or awards, appeals by contractors of District contracting officer final decisions on contractor claims, claims by the District against a contractor, appeals by contractors of suspensions and/or debarments, and contractor appeals of interest payment claims under the Quick Payment Act.

2 PROPOSED 2024 OBJECTIVES

Strategic Objective

Increase public confidence in the DC procurement process through the efficient, effective and fair disposition of public contracting disputes.

Increase use of Alternative Dispute Resolution (ADR) in resolving cases without the need for traditional litigation models, resulting in faster, more efficient dispositions of cases and greater party satisfaction.

Create and maintain a highly efficient, transparent and responsive District government through the digital archiving and electronic filing of all Board cases permitting web-based retrieval and full-text searching by the parties with pending cases and the public.

3 PROPOSED 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
Increase use of Alternative Dispute Resolution (ADR) in resolving cases without the need for traditional litigation models, resulting in faster, more efficient dispositions of cases and greater party satisfaction.		
Increase use of ADR in resolving disputes before CAB through researching, developing and applying best practices in mediation and other alternative dispute resolution models	At the inception of each case, CAB encourages mediation/settlement through Scheduling Orders. Further, the Presiding Judge in each case encourages mediation/settlement during the pretrial conference. CAB will continue to build upon its capacity to offer meaningful settlement/mediation opportunities to litigants.	Daily Service
Create and maintain a highly efficient, transparent and responsive District government through the digital archiving and electronic filing of all Board cases permitting web-based retrieval and full-text searching by the parties with pending cases and the public.		
Increase digital archiving and electronic filing of new cases to provide full-text searching and, therefore, greater transparency for litigants, the contracting community and the public	Completion of digital archiving and loading into the database of historical appeal and protest cases permitting web-based retrieval and full-text searching capability by the parties with pending cases and the public, while promoting electronic filing and uploading of documents in all newly filed cases.	Key Project

4 PROPOSED 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators					
Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
Increase public confidence in the DC procurement process through the efficient, effective and fair disposition of public contracting disputes.					
Percent of Protests resolved within 60 business days	Up is Better	100%	88.5%	95%	95%
Percent of decisions sustained on appeal	Up is Better	Not Available	100%	100%	100%
Percent of Appeals resolved within 4 months of the cases being ready for decision	Up is Better	100%	100%	90%	90%
Percent of pending Appeals that are three years old or less	Up is Better	100%	100%	100%	100%
Increase use of Alternative Dispute Resolution (ADR) in resolving cases without the need for traditional litigation models, resulting in faster, more efficient dispositions of cases and greater party satisfaction.					
Percent of cases resolved through settlement	Up is Better	40.9%	41%	50%	50%
Create and maintain a highly efficient, transparent and responsive District government through the digital archiving and electronic filing of all Board cases permitting web-based retrieval and full-text searching by the parties with pending cases and the public.					
Percent of new cases using electronic filing system	Up is Better	91.2%	92.3%	100%	100%
Percent of cases closed by the Board in the current fiscal year that are electronically archived to permit web-based retrieval and full-text searching capability	Up is Better	100%	100%	100%	100%

Workload Measures

Measure	FY 2021	FY 2022
Increase use of ADR in resolving disputes before CAB through researching, developing and applying best practices in mediation and other alternative dispute resolution models		
Number of Scheduling Orders issued encouraging settlement	34	26
Number of cases resolved through settlement/voluntary withdrawal	9	16
Increase digital archiving and electronic filing of new cases to provide full-text searching and, therefore, greater transparency for litigants, the contracting community and the public		
Number of archived protest and appeals cases digitized and uploaded to the public website	1	1
Number of new cases filed and processed electronically	31	24
Number of documents filed in new cases	1574	1,538